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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

CHAN

Serial No.: 09/482,969

Filed: January 12, 2000

Atty. File No.: 4366-6

For: "AUTOMATIC GREETING FOR
CALL CENTERS"Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Group Art Unit: 2645

Examiner: Anwah, Olisa

AMENDMENT AND RESPONSE**CERTIFICATE OF FACSIMILE TRANSMISSION**I HEREBY CERTIFY THAT THIS PAPER IS BEING
FACSIMILE TRANSMITTED TO THE UNITED STATES
PATENT AND TRADEMARK OFFICE TO (703) 872-9314
ON MAY 6, 2003.

SHERIDAN ROSS P.C.

BY: _____

Dear Sir:

INTRODUCTORY COMMENTS

Applicant submits this Amendment and Response to address the Office Action having a mailing date of February 5, 2003 (Paper No. 11). Filed concurrently herewith is a Request for Extension of Time, thereby extending the time period for response from May 5, 2003 to June 5, 2003. Please charge Deposit Account No. 50-1602 in the amount of \$54.00 as the fee for new added Claims 26-28. Although the Applicant believes that no other fees are due for filing this Amendment and Response, please credit any overpayment or charge any underpayment to Deposit Account No. 50-1602.

05/08/2003 PDELOATC 00000006 501602 09482969

01 FC:1202 54.00 CH Please amend the above-identified patent application as follows:

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FACSIMILE COVER SHEET

TIME: _____

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Please deliver the following page(s) to:

Name: Olisa Anwah, Examiner
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MESSAGE:

Please find attached an Amendment and Response for discussion purposes and is not for entry into the file history of the application.

PLEASE CONFIRM RECEIPT

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